



Home Delivery Pharmacy Program



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A Business of Caring.

myCIGNA.com



Stop Waiting in Line

You need a reliable source for the prescription medications you and other covered family members take regularly. The CIGNA HealthCare Home Delivery Pharmacy Program from CIGNA Tel-Drug offers a convenient, discreet way to obtain quality prescription medications without leaving the comfort of your home.

CIGNA Tel-Drug Sends Quality, FDA-Approved Medications Directly to Your Door.

CIGNA Tel-Drug is designed to fit into today's active lifestyles. The program saves you and your covered family members trips to a local pharmacy and reduces the amount of time you need to spend standing in line waiting for your ongoing prescription medications to be filled.

CIGNA Tel-Drug sends prescription medications directly to your home or other location you specify. We offer prescription medications for allergies, birth control, diabetes, asthma, heart conditions, glaucoma, anxiety and other medicinal uses. There is no additional charge for standard delivery, even if your prescription medications require refrigeration. But that's just the beginning of what CIGNA Tel-Drug provides.

See What CIGNA Tel-Drug Offers



*When you choose
CIGNA Tel-Drug for your
ongoing prescription medication
needs, you can take advantage
of the following features:*

- FDA-approved medications
- Licensed pharmacists dedicated to providing quality pharmaceutical care
- Up to a 90-day supply in one fill (fewer refills)
- Standard delivery to your home or other preferred location at no additional cost
- Likely lower prescription medication costs*
- Refill reminders if you forget to reorder
- Licensed pharmacists on call 24 hours a day to answer prescription medication questions
- Specialty medications available, including those that require refrigeration and overnight delivery
- Automatic screening for interactions with other prescription medications you order from CIGNA Tel-Drug

Put that all together and you have a convenient program that fits today's active lifestyles, responds to your prescription medication needs and provides the quality and service you and your covered family members expect.

*Savings are based on 90-day fill/refill and are subject to your plan's provisions.

Receive Prompt, Discreet Delivery

When you order your prescription medications through CIGNA Tel-Drug, you can count on discreet packaging and prompt shipping.

New orders may take 2 to 3 weeks to receive.

Refills normally arrive within 7 to 14 days. Your prescription medications can also be sent to you by overnight delivery at an additional cost.

All new prescription medication orders are packaged with a patient advisory leaflet that describes your medication, tells you how to take it and lists possible side effects.



CIGNA Tel-Drug is Designed



At CIGNA Tel-Drug we understand busy schedules and the need for a convenient way to manage your and your family's prescription medications. That is why CIGNA Tel-Drug provides you with these contact options.

Phone

To speak with a CIGNA Tel-Drug associate call **1.800.Tel.Drug (835.3784)**.

24-hour service to place refill orders or check the status of your most recent orders is also available at 1.800.Tel.Drug (835.3784).

to Fit into Today's Active Lifestyles

Web

Go to **myCIGNA.com** to obtain information about CIGNA Tel-Drug or to e-mail us. Your entire ordering session is encrypted to protect your privacy.

QuickClickSM is a convenient, online way to refill your CIGNA Tel-Drug prescription medications. To use QuickClick[®] for the first time, register at **myCIGNA.com** and choose QuickClick to place your order.

When you order online, you will receive an e-mail confirming that your order has been received. When you log on to **myCIGNA.com** in the future, the system will automatically complete your contact and CIGNA Tel-Drug prescription information for convenient refill ordering.

At **myCIGNA.com** you can also obtain the following important information about your CIGNA Tel-Drug orders:

- Order status
- Number of refills remaining
- Prescription (Rx) number
- Next refill date
- Prescription expiration date
- History of previous CIGNA Tel-Drug orders



How to QuickSwitch[®] to CIGNA Tel-Drug

*To make the switch to CIGNA Tel-Drug, all you have to do is call **1.800.285.4812** Option 1 Ext. 501. A QuickSwitch associate will ask you for the following information:*

- Patient's information
- Current list of medications
- Prescriber contact information
- Credit card information (American Express, Discover, MasterCard or VISA)

After you've shared this information with our QuickSwitch associate, he or she will

- Contact the prescriber
- Obtain a prescription authorization for up to a 90-day supply of your medication with refills
- Forward the authorized prescription for processing



CIGNA Tel-Drug Offers Three Ways to Order

*Choose the method that
works best for you.*



Mail

An order form for placing an order by mail is attached to the envelope conveniently located at the back of this brochure. Follow the directions below to submit your order:

1. Request a mail-order prescription from your prescriber for a 90-day supply with refills.
2. Complete the attached order form and mail it, along with your original prescription(s) and your payment (check or credit card), in the envelope provided.

Phone

For your initial order call 1.800.285.4812

Option 1 ext. 501 and be sure to have your medication information, the prescriber's name and telephone number, and credit card information available.

For your refill order call

1.800.Tel.Drug (835.3784).

Web

Log on to **myCIGNA.com** and follow the online instructions.

myCIGNA.com

Start Enjoying the Quality and Convenience of CIGNA Tel-Drug



*Discover how convenient it can be
to have quality, FDA-approved
prescription medications sent to your
door. Contact CIGNA Tel-Drug today.*

Your benefit plan may differ based on state law. Please check your plan documents for more details and to confirm that you have the CIGNA Tel-Drug Home Delivery Pharmacy Program benefit.

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